

In the Loop

The return of Jane-ellen Weidanz

First, let me say how happy I am to be back with APD. Before I left in 2006, I had worked with seniors and people with disabilities for more than 15 years; first with Senator Wyden and then with SDS and SPD. I had the privilege of serving as SPD’s Governmental Affairs Manager, implementing Medicare Modernization Act with a fabulous team and staffing many advisory councils including the Governor’s Commission on Senior Services.

After leaving SPD, I worked for the Oregon Association of Hospitals and Health Systems as their Public Policy Director. When I came back to the Department of Human Services in 2008, I went to work in the Addictions and Mental Health Division. For the first year, I managed governmental relations then the Director asked me to take on two significant

system change efforts. The first project was a demonstration project created to integrate both the service delivery and the management of regional health care system. The goal was to bring together the mental health, addictions and physical health systems under a comprehensive umbrella and to reform service delivery to improve outcomes. If you are interested, you can find information about one of the projects at: <http://cohealthcouncil.org/>.



The second project was the Adult Mental Health Initiative (AMHI). AMHI was designed to ensure that the right types of services are delivered at the right time to adults with mental illness.

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Supporting APD/AAA field structure by providing efficient, timely and accurate information through superior customer service.

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A key strategy for the project was to transfer responsibility for managing residential services from AMH central office to the Mental Health Organizations to improve coordination and community responsibility for adult mental health services at all levels of care in the system. Since the inception of AMHI, the MHOs have shortened the length of stay at the state hospital; transitioned more than 1,000 individuals to community based care and increased access to independent living for more than 600 of those individuals.

All of this work has taught me that there is always room for improvement, that the staff doing the work on a daily basis know what needs to change, that we must use data to drive changes and that we are always in a state of flux. I think we need to listen to you to ensure that any change we are embarking on will help us improve our system.



I am honored to return to APD and have this opportunity to work with all of you to support Oregon's most frail and vulnerable citizens. In the new APD organization, I will be helping to guide Medicaid long-term care policy including service eligibility, in-home, CBC and NF rates, PACE, and mental health policy. I believe our system is poised to make great steps forward and I look forward to working with all of you to make those steps positive ones.

Jane-ellen Weidanz

Fair housing: Disability protection

Disability, as a protected class defined by fair housing law, is any physical or mental condition that substantially impairs a major life activity.

Examples include:

- Difficulty seeing, walking, thinking, breathing, self-care, etc.
- Chronic illnesses
- Recovering alcoholism and drug addiction
- A history of disability
- Being considered to have a disability

For more information on this topic visit: www.FHCO.org/disability. The Fair Housing Council is a nonprofit organization serving Oregon and SW Washington. Anyone may call the Fair Housing hotline at 800-424-3247, ext. 2; or visit www.fhco.org.

Jo Becker, Education & Outreach Coordinator

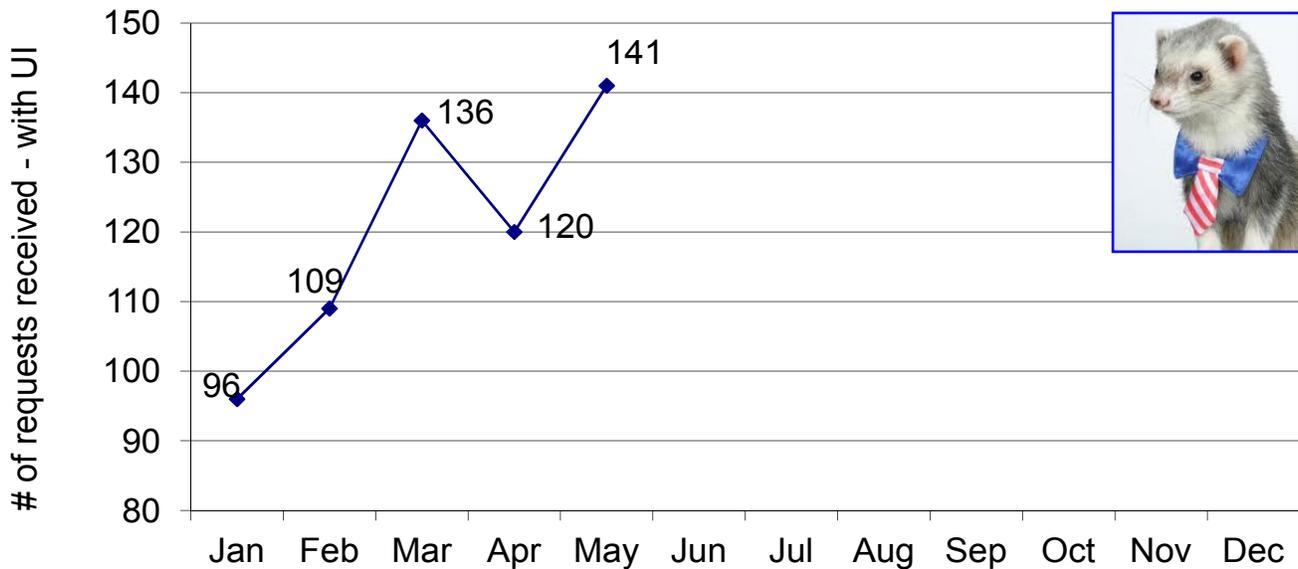
July 2012

- Family reunion month
- National wheelchair beautification month
- Social wellness month
- July 4 - 10: Freedom week
- July 13 - 15: Oregon Country Fair
- July 15-21: Independent retailers week
- July 27 -29: Garlic days
- July 2: Made in the USA day
- July 4: Independence day
- July 4: CLOSED**
- July 6: International kissing day
- July 13: Embrace your geekness day
- July 14: Bastille Day
- July 19: Flitch day
- July 23: Gorgeous grandma day
- July 24: National talk in an elevator day
- July 28: National day of the cowboy
- July 30: Father-in-law day

July 2012 training calendar

Monday	Tuesday	Wednesday	Thursday	Friday
2 		4 CLOSED <i>INDEPENDENCE DAY</i>	5	6 MMIS navigation basics (8:00 - 10:00) MMIS data inquiry (10:00 - 12:00)
9 Cultural competency and diversity, Salem (8:30 - 4:00)	10 Advanced eligibility calculations and trusts (8:30 - 4:30) Core values (1:30 - 4:30)	11 Employed persons with disabilities (8:30 - 4:30) Cultural competency and diversity, Salem (8:30 - 4:00)	12 Presumptive Medicaid training (8:30 - 12:00) Cultural competency and diversity, Salem (8:30 - 4:00)	13
16	17 Case management essentials (8:30 - 4:30) CREW - Coos Bay (8:30 - 3:00)	18 Case management essentials (8:30 - 4:30) CREW - Roseburg (8:30 - 3:00) MMIS navigation basics (1:00 - 3:00) MMIS data inquiry (3:00 - 5:00)	19 Case management essentials (8:30 - 4:30) CREW - Eugene (8:30 - 3:00) Basic Lean concepts (9:00 - 12:00) Business transition communication (9:00 - 11:00)	20 Case management essentials (8:30 - 4:30) Business transition communication (9:00 - 11:00)
23	24 Eligibility 101 (8:30 - 4:30) Oregon ACCESS basics (8:30 - 4:30)	25 Eligibility 101 (8:30 - 4:30) Oregon ACCESS basics (8:30 - 4:30)	26 Eligibility 101 (8:30 - 12:00)	27
30	31 SPL rule training (8:30 - 4:30)	1 SPL rule training (8:30 - 4:30)	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: auto;"> <p><i>Dates and availability of classes are subject to change. Please review availability on the DHS Learning Center.</i></p> </div>	

Hearings received & assigned
CY - 2012



May 2012 SNAP honor roll

100% Accuracy!

0411 Warrenton ADS	100%	1811 Klamath Falls APD	100%
0911 Bend APD	100%	2311 Ontario APD	100%
0913 LaPine APD	100%	2411 North Salem ADS	100%
1211 John Day APD	100%	2711 Dallas ADS	100%
1311 Burns APD	100%	2911 Tillamook ADS	100%
1517 Medford DSO	100%	3013 Hermiston APD	100%
1611 Prineville APD	100%	3415 Tigard APD	100%

90% or Better Accuracy!

1717 Grants Pass DSO	96.00	1911 Woodburn ADS	93.33
3411 Hillsboro APD	96.00	2011 Eugene LCOG	93.33
3417 Beaverton APD	96.00	2111 Toledo ADS	93.33
3515 Portland ADS	96.00	3211 Florence AAA	93.33
0313 Milwaukie APD	93.33	0611 North Bend APD	92.00
0511 St. Helens APD	93.33	2518 Portland West ADS	92.00
0914 Redmond APD	93.33	3617 McMinnville ADS	92.00
1011 Roseburg APD	93.33	3518 East Multnomah ADS	91.67

61% of all the APD/AAA offices are on the honor roll

Correction!

Last month's article on SRS contained an error. The article stated "If the household is required to complete an ICR (non-NED cases), the ICR must be processed by the last day of the **suspend** month. If it is not, and QC pulls the case for review, a QC error will be cited."

Instead of suspend month it should have stated "the **sixth** month." This is only true if the ICR is complete and submitted by the last day of the 6th month. Thank you Esmeralda Leon for bringing this to our attention.

Quality Control and SNAP Policy Analysts



Don't forget! When a client or applicant misses a scheduled appointment, we must send a written notice letting them know they have missed the appointment; [461-115-0230](tel:461-115-0230). A notice should be sent even if the appointment is rescheduled. The DHS 411, Missed Appointment Postcard, is a quick and easy way to meet this requirement.

Past issues of *In the Loop* and the index are on the Field Services web page: <http://www.dhs.state.or.us/spd/tools/field/index.htm>

July CBC and CEP payment schedule

Due to the July 4th holiday and post office closure, providers may have a delay in the mailing of their paper checks and bank processing of their Direct Deposit payments

July payments for APD Community Based Care (APD, DD) programs will issue the night of Sunday July 1st and mail to providers the morning of Monday July 2nd. Payments to providers in the CEP program will process the night of Monday July 2nd and mail the morning of Tuesday July 3rd. The difference in payment schedule is as following:

- APD and DD payments process the night of the first of each calendar month and mail the next business day.
- CEP payments issue the night of the first *business day* of the month and mail the next business day. This is because CEP clerks in field offices are allowed the first business day to enter vouchers for payment.



Direct Deposit (EFT) payments will issue on the dates listed above and will be sent to the Department of Treasury and individual banks for processing rather than be mailed. The process could take up to three (3) banking days, not including the July 4th holiday! The provider is required to confirm funds are available before making purchases out of their account, per their direct deposit agreement. DHS will not reimburse overdraft charges due to insufficient funds.

- APD and DD providers payment should be deposited on or before midnight July 5th.
- CEP provider payments should be deposited on or before midnight July 6th.

Direct Deposit information and sign-up form: [Click here.](#)

Kristen Hutton, SPD Payment Support Unit

ADRC on Facebook

The Aging and Disability Resource Connection (ADRC) of Oregon Facebook page has been up and running a few months now and is closing in on its first 100 “likes!” It contains useful information on resources for seniors and people with disabilities. It can be found by searching “Find us on Facebook: ADRC of Oregon.” Will you join the group of people who are “liking” this page?



By “liking” ADRC of Oregon, Facebook users will receive updated posts of news and information from the ADRC. In addition, there is an opportunity to comment on posts and share resources or events with other Facebook users.

ADRC’s Facebook page is especially useful and recommended for professionals, caregivers and family members.

ADRC of Oregon began last year as Oregon’s one-stop resource connection for long-term care information and services for seniors and people with disabilities. ADRC helps people find information in their local communities on a full range of care options such as adult foster care, residential care facilities, home-delivered meals, long-term-care living options, bathing, dressing, housekeeping, Medicare counseling, and transportation. Options counselors are available to help people navigate through the array of services and resources available in Oregon. It is funded by DHS through federal grants.

According to AARP, demographic information reveals older adults have increased their use of Facebook drastically in the past two years, especially amongst baby boomers. Since Facebook is becoming a more used and helpful tool for people to learn about resources and events in their communities, DHS launched the ADRC of Oregon Facebook page in the hopes of reaching out to more Oregonians.

If you have a Facebook page would you mind clicking “like” on ADRC of Oregon and pass the word to colleagues and others you know using Facebook who would benefit from this resource? Please feel free to forward this message on accordingly.

If you don’t have Facebook you can still learn more by going to the ADRC website at www.adrcforegon.org. For more information, contact Kristi Murphy at 503-373-2112 or e-mail her at: kristi.m.murphy@state.or.us.

Kristi Murphy, State Unit on Aging

Citizenship success!

The June citizenship discrepancy had a **total of 19** discrepancies! Thank you very much to everyone who has given their attention to clearing the discrepancies and to all the workers who are taking the extra steps to get the citizenship coded up front. Your hard work is paying off!



MC Special Conditions Panel training

The online training for the MC (Managed Care) Special Conditions Panel in MMIS is available again through the [DHS Learning Center](#) as course # C02173.

Access to the panel in MMIS has also been restored for those people who have taken the course. The MMIS team spent a long time reviewing every aspect of the panel and the various user types to locate and correct every previous and potential error with usability so staff should be able to use the panel without any issues.

For more information, see [APD-IM-12-036](#). Thank you to Robert Costa and his team for all the hard work!

Change - use of the SDS 540

The [SDS 540](#), *Notice of Planned Action*, currently allows workers to send an information request to the client for more than one program on the same notice. APD has been informed a notice which combines programs is invalid. Going forward, effective immediately, a separate SDS 540 must be sent for each program in separate envelopes.



The online form is slated for correction, but we do not have a time frame for the change yet. By using separate notice, not only will we be meeting rule, but we will also eliminate the need to resend notices if the case goes to a hearing and save a significant amount of money in those cases.



Don't forget! Clients cannot receive benefits of the same type (medical, SNAP, etc.) in Oregon and another state at the same time. When an applicant moves from another state, [contact the prior state](#) to ensure benefits have ended there and narrate you've cleared eligibility before opening benefits. For more information see [461-165-0030](#) and [Generic Program Elements C.3](#).



Modernization newsletters are archived on the [Modernization web page](#). Don't miss a thing!

539F clarification

Workers who receive a completed and date stamped 539A(application) do not need to pend for a completed [539F](#), *Food benefit Filing Form*. However, workers should continue to mail the 539F with the application packet in case the client chooses to establish a filing date prior to completing and returning the packet.

The filing date for SNAP benefits is established when a person indicates, in writing, they would like to receive or apply for those benefits. A written request could be sent on a scrap of paper, by using a 539F or by completing the application packet for SNAP benefits.

Not pending for the 539F will reduce stress for the client, reduce the workload in the offices and eliminate the cost of sending the pending notice. By using the same process across all of APD and AAA clients will receive the same treatment in every office.

Safety first

While working with seniors and people with disabilities, you are trained to assess an individual's safety and well-being during home visits. Your safety, however, is just as important. The following are general tips to consider before, during, and after home visits:

Before You Go

- Find out if:
 - Pets are in the home;
 - Weapons are in the home;
 - The client or others who live in the home are known to law enforcement;
 - Drug & alcohol involvement is an issue;
 - Others will be in the home.
- Follow your local office protocol about letting someone know where you are, when you are expected to return, and how to contact you.
- Know the street address to give over the phone and check to make sure your cell phone works in the area.
- Be aware of your surroundings:
 - Park your car facing the road.
 - Leave your car door accessible.
 - Put valuables, such as your purse, in the trunk before you arrive.
 - Have keys easily accessible.
 - Carry as little as possible into the home.
 - Limit use of jewelry.



Safety tips in the client's home:

- Establish trust and credibility with the client:
- Be alert and trust your instincts - if you don't feel safe leave.
- Don't let your guard down.
- Observe while you listen.
- Try not to sit in soft chairs because they are harder to get out of.
- Note exits and sit or stand with the exit door in view.
- Try to keep your pathway to the exit open.
- Do not block others ways out if they want to exit.
- Don't give out information about your family or yourself.
- Maintain professional boundaries.
- Avoid areas (kitchens) where there are easy "weapons", such as knives or scissors.

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- Allow one person to talk at a time.
- Keep a calm, genuine voice tone.
- Do not apologize for asking questions;
- Do not continue to push the client for answers if questions tend to increase anger.
- Never argue with a client.
- Do not continue an interview if you feel or have been threatened.
- Be consistently genuine and calm to inspire confidence.
- Listen to their concerns and validate feelings.
- Be aware of body language.
- Be clear about what you can and cannot do.
- Don't react on an emotional basis when a client tries to push your buttons.

Safety tips after the visit:

- Leave the home area right after exiting the home.
- Lock the car doors.
- Do not sit in front of the house to make notes.



If the situation becomes dangerous:

- Remain calm.
- Be quiet, but firm. Do not get into a shouting match. Keep it simple and direct.
- Don't become defensive. Recognize your feelings and don't take it personally.
- Trust your instincts.
- Remove yourself from the situation and call 911 if necessary.

APD In-Home Unit

 **Don't forget!** OHA branch 5503 is working through the OHP Standard Reservation List (SRL) and deactivating duplicate entries. Before you add a new person to OHP Standard, check the reason for the deactivation on the SRL. The *Reservationwide Info* tab will show a deactivated reason. If the reason says *Duplicate Reservation* the person was not selected in a drawing and they are not eligible for OHP-OPU. See the May *In the Loop* newsletter for more information.

Want to see your area or project featured in *In the Loop*? Send your photos and story to [Karen Gulliver](mailto:karen.l.gulliver@state.or.us) with APD Field Services, karen.l.gulliver@state.or.us.



Health System Transformation update

August 1st is the effective date for the first Coordinated Care Organizations (CCOs). CCOs will provide coordinated physical and mental health services to many individuals we serve. For Aging and People with Disabilities programs, central office staff is reviewing the first Memoranda of Understanding (MOU) between local offices and CCOs in their areas. These MOUs will structure coordination between the services provided by CCOs and the services our offices provide for seniors and people with disabilities – long term services and supports.

To prepare, there are upcoming webinars to help staff with implementation. The first set of webinars in the last week of June will provide basic information about CCOs so staff can answer questions about the 30 day notice to individuals who will be enrolled in CCOs. The second set of webinars in July will focus on more technical training, coupled with program breakouts as needed. Watch DHS Director Erinn Kelley-Siel's message on these webinars: <http://www.youtube.com/watch?v=wMKQfQQOJjc>.



Webinar dates and times, reserve your seat at the link below:

Monday, June 25 – 9:00-11:00 am www2.gotomeeting.com/register/656636146	Wednesday, June 27 – 3:00-5:00 pm www2.gotomeeting.com/register/810671514
Tuesday, June 26 – 1:00-3:00 pm www2.gotomeeting.com/register/997488114	Thursday, June 28 – 9:30-11:30 am www2.gotomeeting.com/register/180281946
Wednesday, June 27 – 8:30-10:30 am www2.gotomeeting.com/register/331695690	Thursday, June 28 – 2:00-4:00 pm www2.gotomeeting.com/register/131140050

If you cannot attend a webinar, a video of the training will be posted online at the [DHS Learning Center](#). For more information about the webinars see [SS-IM-12-028](#).

Max Brown, APD Health System Transformation

CAPI and Online Application now in maintenance mode

The current online SNAP application and the Consolidated Automation Project and Interface (CAPI) are now in maintenance mode. While there will be no further enhancements to the applications, there will be ongoing support for staff.

Please continue to direct requests for assistance with the CAPI application, such as requests for zip code changes, or getting new users access to CAPI to the DHS Service Desk using the existing contact information (503-945-5623, dhs.servicedesk@dhsaha.state.or.us). Thank you for your partnership in this new process. If you have policy questions regarding an online application or CAPI, please email the snap policy unit at [SNAP POLCY@state.or.us](mailto:SNAPPOLCY@state.or.us).

Melissa Lanz, APD Business Transition Coordinator